

Appendix A: Self-assessment form

As a member landlord of the Housing Ombudsman Scheme (HOS), Stockport Homes Group (SHG) are required to undertake self-assessment against the HOS' Complaint Handling Code, which became statutory on 01 April 2024.

The HOS have provided landlords with a self-assessment form to check that they are compliant with the Code. In accordance with the requirements of the Code, the Self-Assessment has been submitted to SHG's Board via the Customer Focus Committee and approved by them as indicated in the minutes of the meeting on 10 August 2026.

Full minutes of the meeting will be available, once approved at the August 2026 meeting, via the following link:

<https://www.stockporthomes.org/about-us/open-and-transparent/board-meetings/customer-focus-committee/>

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Customer Feedback Policy	This definition has been adopted verbatim as set out in the Customer Feedback Policy, paragraph 3.1
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.	Yes	Customer Feedback Policy	As set out in the Customer Feedback Policy, in paragraphs 2.5, 3.1, 3.4, 3.5
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	Customer Feedback Policy & Year End Customer Feedback Report	Approach to handling Service Requests set out in Customer Feedback Policy, paragraph 3.5, Reporting of Service Requests provided to Leadership and Board through Customer Feedback Report

	recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Customer Feedback Policy	Approach to handling Service Requests and formal complaints set out in Customer Feedback Policy, paragraph 3.5
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Example Transactional Satisfaction Survey, Customer Feedback Policy	Transactional surveys undertaken by SHG include an explanation that responses to surveys are not recorded formally and signposts to how to make a complaint via webform (hyperlink), phone or email. Customer Feedback Policy, Paragraph 3.7 confirms approach to expressions of dissatisfaction through surveys.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Customer Feedback Policy	Approach set out in paragraph 3.8, Customer Feedback Team will write to customer to explain why complaint has not been accepted and on what basis in line with the Customer Feedback Policy as well as the customer's right to contact the Housing Ombudsman.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and	Yes	Customer Feedback Policy	Exclusions detailed in paragraph 3.7, which are in accordance with the Housing Ombudsman Code.

	Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Customer Feedback Policy	Detailed in paragraph 3.7
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Customer Feedback Policy and example communication with customer	Detailed in paragraphs 3.7 and 3.8 of the Customer Feedback Policy. Centralised Customer Feedback Team manage all decisions around accepting and refusing complaints and manage all communications on this. Officers are trained in accordance with the Policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Customer Feedback Policy	Detailed in paragraph 3.7 with reference to considering individual circumstances of each complaint.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Customer Feedback Policy Stockport Homes Website Acknowledgement Template	Multiple channels for making a complaint (including but not limited to email, online through a webform or Livechat, letter, telephone or in-person) detailed in 2.4 of Customer Feedback Policy and on the Complaints page of the website. When acknowledging a complaint the Customer Feedback Team advises of additional support, requests details around vulnerabilities and offers adjustments where needed. Training has been provided to Customer Feedback officers regarding the Equality Act and Reasonable Adjustments.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and	Yes	Training	Training is provided to all front-line customer facing roles to ensure staff are able to recognise a formal

	be able to pass details of the complaint to the appropriate person within the landlord.			complaint and know how to effectively handle this and where to refer to the Customer Feedback Team to be logged formally.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Quarterly and Year End Customer Feedback Reports	Reporting to Leadership and Board includes analysis of complaint volumes and drivers, including commentary where volumes are decreasing and sector benchmarking to provide context and assurance on the accessibility of the complaints process. Analysis of customer profiles is undertaken to determine if any groups are underrepresented which could point to barriers in accessing the complaints process.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Customer Feedback Policy Stockport Homes Website	The Customer Feedback Policy can be viewed and downloaded from the SHG website in digital format. Specific information relating to the two stages and associated timescales are provided on the website and can be accessed via use of the website's range of

				accessibility functions (i.e. larger text, text to audio, colour preferences, language translations).
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Customer Feedback Policy Stockport Homes Website	Paragraph 2.8 of the Customer Feedback Policy confirms that Stockport Homes' will publicise its complaint policy, complaints process, information about the Housing Ombudsman Service and the Complaint Handling Code on its website. The website includes information about how customers can make a complaint, what they can expect at each stage of the process, how to contact the Housing Ombudsman, and how Stockport Homes learns from complaints. This information is kept accessible and available in alternative formats on request.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their	Yes	Customer Feedback Policy	Detailed in paragraph 2.5 confirming that customers can submit a complaint via a

	behalf, and to be represented or accompanied at any meeting with the landlord.			third party subject to confirmation of permission to act in this capacity and in Section 5 of the policy confirming that SHG encourages the use of advocates or representatives to provide support in raising or pursuing a complaint.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Customer Feedback Policy Stockport Homes Wesbite	Detailed in Customer Feedback Policy (3.8, 3.10, 3.12, 3.13) and complaint acknowledgements, and responses at both Stage 1 and Stage 2 include details on a customer's right to access the Ombudsman service and how they can engage with the Ombudsman about their complaint.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Feedback Report	SHG operates a centralised Customer Feedback Team with designated Customer Feedback Officers who are responsible for complaint handling, a Senior Customer Feedback Officer responsible for liaison with the Housing Ombudsman and a Complaints Manager who is responsible for reporting to Leadership and Board.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Training Compensation Policy	As set out in the Compensation Policy, Customer Feedback Officers are empowered to make autonomous decisions relating to complaint resolution and remedy up to a moderate value (£100). Officers have continuous access to Service Area Managers who are able to approve higher remedies. Training is provided to Managers and

				Heads of Service to ensure awareness of the complaints process and understanding of the role of the Feedback Team.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	Customer Feedback Report	Customer Feedback team is in place and all relevant staff who are involved in complaint handling across the organisation receive in-person and online training with effective complaint handling principles taken from HOS training resources for landlords and the Code. The Customer Feedback Report evidences a positive and effective complaint handling culture including performance of complaint handling providing assurance around appropriate levels of resourcing.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Customer Feedback Policy	SHG operates one single policy which covers all complaints received by customers across the organisation and is in line with the Housing Ombudsman Code.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Customer Feedback Policy	SHG operates a two-stage complaint process, as set out in the Customer Feedback Policy section 3.6
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Customer Feedback Policy	SHG operates a two-stage complaint process, as set out in the Customer Feedback Policy section 3.6
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be	Yes	Customer Feedback Policy	SHG does not utilise third parties in complaint handling and operate with a centralised Customer Feedback Team, with internal staff being responsible for handling and

	expected to go through two complaints processes.			investigation of complaints at all stages, irrespective of where a contractor or third-party working on behalf of SHG may be the subject of the complaint.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Customer Feedback Policy	SHG does not utilise third parties in complaint handling and operate with a centralised Customer Feedback Team, with internal staff being responsible for handling and investigation of complaints at all stages, irrespective of where a contractor or third-party working on behalf of SHG may be the subject of the complaint.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Acknowledgement Template	SHG utilise a complaint acknowledgement template based on the HOS’ example template, which sets out definition and scope of the complaint and provides opportunity for the customer to clarify and/or amend the definition if unclear or not agreed.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they	Yes	Acknowledgement Template	SHG utilise a complaint acknowledgement template based on the HOS’ example

	are, and are not, responsible for and clarify any areas where this is not clear.			template, which sets out definition and scope of the complaint and provides opportunity for the customer to clarify and/or amend the definition if unclear or not agreed.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Customer Feedback Policy	The Customer Feedback policy mirrors the Code wording in paragraph 3.11, confirming these requirements apply at each stage of the complaints process.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Customer Feedback Policy	This is addressed in the Customer Feedback Policy, paragraph 3.6
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a	Yes	Customer Feedback Policy Housing Management System	Section 5 of the Policy covers reasonable adjustments and how we will make these in line with the Equality Act. Reasonable Adjustments

	resident has disclosed. Any agreed reasonable adjustments must be kept under active review.			and disabilities are recorded through customer records on our Housing Management System.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Customer Feedback Policy	Approach set out in Customer Feedback Policy (3.10, 3.7, 3.13) in line with the Housing Ombudsman Code.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Housing Management System SharePoint	All records relevant to the complaint and documents are recorded within a customer's record on the Housing Management system (Civica CX) and within the Customer Feedback SharePoint site and retained in accordance with GDPR.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Compensation Policy Compensation Procedure	The Compensation Policy and Procedure, alongside organisational training empowers staff across the organisation to offer remedy where appropriate. The Customer Feedback team and staff involved in responding to formal complaints are empowered to offer resolution up to

				higher values where appropriate.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Unacceptable Behaviour Policy Unacceptable Behaviour Procedure Customer Feedback Policy	The Customer Feedback Policy sets out its link to the Unacceptable Behaviour Policy at paragraph 3.7 and that complaints may be refused if accompanied by unacceptable behaviour. The Unacceptable Behaviour Procedure sets out the approach to managing unacceptable behaviour including evidencing this and ensuring any restrictions are subject to review.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Unacceptable Behaviour Policy Unacceptable Behaviour Procedure	Section 5 of Unacceptable Behaviour Policy acknowledges that this is in line with the Equalities Act and acknowledges that any restrictions imposed on a customer's contact should recognise and be appropriate to their individual circumstances.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Customer Feedback Policy	SHG operates a centralised Customer Feedback Team who receive all complaints for the organisation. Upon receipt, officers triage cases based on customer details, customer profile and through engagement with the customer to understand where quick resolution is possible. Where agreed with the customer and in accordance with the code, this may be handled as a Service Request as set out in paragraph 3.5.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	Customer Feedback Policy	Initial contacts are recorded on the Housing Management system and tracking is carried out through Power Bi reporting to ensure complaint acknowledgements are sent within 5 working days of the complaint being received,

				this timescale is set out in the Customer Feedback Policy, paragraph 3.6
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Customer Feedback Policy	Timescales for Stage 1 complaints are set out in the Customer Feedback Policy, paragraph 4.1. This is managed through the Housing Management system and reported as part of the Tenant Satisfaction Measures and as part of quarterly and annual reporting to Leadership and Board.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Customer Feedback Policy	The Customer Feedback Policy sets out our approach to extensions to complaint responses in paragraph 3.6 in line with the Housing Ombudsman Code.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Customer Feedback Policy	This is referenced in the Customer Feedback Policy, paragraph 3.6. The Customer Feedback Team manage all decisions relating to complaint extensions. Where extensions are applied to

				complaints at either stage, correspondence is sent to the customer to explain this and provide contact details for the Ombudsman.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Response templates Training	The centralised Customer Feedback Team ensure that complaint responses are sent when the answer to the complaint is not known and the templates for both Stage 1 and Stage 2 document 'Next Steps' to the customer. The staff member responsible for writing the complaint is responsible for monitoring and following up on next step actions.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Example of Stage 1 Response	Customer Feedback Officers quality check all responses to ensure that all points raised have been addressed and to ensure the inclusion of relevant policy, law and good practice where appropriate. Organisational training also highlights the importance of these aspects of response writing.
6.8	Where residents raise additional complaints during the investigation,	Yes	Customer Feedback Policy	Customer Feedback Officers ensure that all

	these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			substantive issues of a complaint are addressed within a response, including where customers raise additional substantive issues during the course of the complaint. This is set out in 3.14 of the Customer Feedback Policy.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Acknowledgement template Stage 1 template Customer Feedback Policy	As set out in the Feedback Policy, paragraph 3.12, SHG will confirm each of these aspects of the complaint within both stages. SHG use formal response templates which delineate these requirements to ensure consistency and quality checking is carried out by Feedback Officers to provide assurance.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at	Yes	Customer Feedback Policy	As per paragraph 3.10 of the Customer Feedback

	stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.			Policy SHG will not refuse to escalate a complaint unless excluded by the reasons set out in 3.7.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Customer Feedback Policy	Escalation requests are recorded on the Housing Management system and tracking is carried out through Power Bi reporting to ensure complaint acknowledgements are sent within 5 working days of the complaint being received, this timescale is set out in the Customer Feedback Policy, paragraph 3.6
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Customer Feedback Policy	As per paragraph 3.10 of the Customer Feedback Policy SHG will not refuse to escalate a complaint unless excluded by the reasons set out in 3.7. Feedback Officers engage with the customer prior to acknowledgement to understand why they remain dissatisfied but will not refuse a complaint if no reason is provided.
6.13	The person considering the complaint at stage 2 must not be the same person	Yes	Customer Feedback Procedure	In line with the Customer Feedback Procedure the Stage 1 complaint

	that considered the complaint at stage 1.			investigation is allocated to the manager of the service area relevant to the complaint, the Stage 2 complaint is allocated the Head of Service to ensure an independent investigation by a more senior member of staff at Stage 2.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Customer Feedback Policy	Timescales for Stage 2 complaints are set out in the Customer Feedback Policy, paragraph 4.1. This is managed through the Housing Management system and reported as part of the Tenant Satisfaction Measures and as part of quarterly and annual reporting to Leadership and Board.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Customer Feedback Policy	The Customer Feedback Policy sets out our approach to extensions to complaint responses in paragraph 3.6 in line with the Housing Ombudsman Code.

6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Extension Example	The Customer Feedback Team manage all decisions relating to complaint extensions. Where extensions are applied to complaints at either stage, correspondence is sent to the customer to explain this and provide contact details for the Ombudsman.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Response templates Training	The centralised Customer Feedback Team ensure that complaint responses are sent when the answer to the complaint is not known and the templates for both Stage 1 and Stage 2 document 'Next Steps' to the customer. The staff member responsible for writing the complaint is responsible for monitoring and following up on next step actions.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Example of Stage 2 Response	The Senior Customer Feedback Officer quality checks responses at Stage 2 to ensure that all points raised have been addressed and to ensure the inclusion of relevant policy, law and good practice where appropriate.

				Organisational training also highlights the importance of these aspects of response writing.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Customer Feedback Policy	As set out in the Feedback Policy, paragraph 3.12, SHG will confirm each of these aspects of the complaint within both stages. SHG use formal response templates which delineate these requirements to ensure consistency and quality checking is carried out by Feedback Officers to provide assurance.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Customer Feedback Procedure	As set out by the Customer Feedback Procedure, investigations at Stage 2 are carried out by Heads of Service relevant to the service area of the complaint who will engage with staff within their teams to coordinate a response. Responses at this stage are

				quality checked by Senior Customer Feedback Officer.
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Customer Feedback Policy	As set out in the Customer Feedback Policy, paragraph 4.2 which details remedies as per the code.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	Compensation Policy and Procedure	As per the Compensation Procedure, paragraph 2.8, which details that compensation will reflect the customer's experience of

				the service including the level of inconvenience, disturbance, stress or annoyance suffered by the customer.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Y	Formal response templates at each stage	The formal complaint templates at both stages set out what the 'Next Steps' and remedies are in each case. Financial compensation upon acceptance by the customer and receipt of bank details are processed within 10 working days
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Compensation Policy Compensation Procedure	The Compensation Policy and Procedure has been updated to ensure this is in line with the Housing Ombudsman guidance on remedies and is referred to when deciding compensation.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Customer Feedback Report	Annual Customer Feedback Report provides analysis and commentary on these elements and a qualitative and quantitative analysis of SHG's complaint handling performance and Ombudsman Determinations and Compliance

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Customer Feedback Report	The Customer Feedback Report is produced on a quarterly basis to the Executive Leadership Team and to Customer Focus Committee (Board) and published annually to the website. The Board's response to the report will be published alongside this as of 25/26 Year End Report.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		Noted with Assurance Team in case of future point of compliance by exception
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		Noted, subject to HOS instruction.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes		Noted with Assurance Team in case of future point of compliance by exception

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Customer Feedback Report Learning and Improvement Tracker	The Customer Feedback Report details analysis of trends and application of learning from individual complaints to review processes. Complaint response templates require investigators to outline learning they have taken from complaints and agreed actions are monitored through regular meetings and the Learning and Improvement tracker to ensure continuous learning from customer feedback.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Y	Customer Feedback Report	The Customer Feedback Report details analysis of trends and application of learning from individual complaints to review processes. Complaint response templates require investigators to outline learning they have taken from complaints and agreed actions are monitored

				through regular meetings and the Learning and Improvement tracker to ensure continuous learning from customer feedback.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Customer Feedback Report Learning and Improvement Tracker	The Customer Feedback Report is presented to Customer Focus Committee which comprises of Board members including customers (quarterly) and Council Scrunity Committee (annually) which involves scrutiny from elected Council members as an Arms-Length Management Organisation and to the Members Responsible for complaints. The Complaints Manager meets on a regular basis with senior managers within service areas to review and monitor the instigation of learning and improvement actions
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Feedback Report	The Assistant Director of Customer Excellence is designated as the lead person accountable for complaint handling, being responsible for the Head of Customer Voice,

				Complaints Manager and Customer Feedback Team. The Assistant Director reviews and signs off the Customer Feedback Report and maintains day-to-day operational oversight of issues rising from complaints.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		The chair of the Customer Focus Committee (Board) has been designated as the MRC.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes		As chair of the Customer Focus Committee, the MRC reviews quarterly Customer Feedback Reports. The Complaints Manager reports to the Committee in person and comments and actions from the meeting minutes are published.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints,	Yes	Customer Feedback Report	A detailed report is provided to the MRC on a quarterly basis and is presented by the Complaints Manager. This details Ombudsman investigations and progress

	alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.			made in complying with orders related to determinations and service improvements following complaints.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Customer Feedback Training Customer Feedback Procedure	The objective is set out in training delivered to all relevant colleagues across the organisation including front-line customer facing roles and managers involved in complaint handling.